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# MEDICAID MEMO

TO: All Providers of Intellectual Disability (ID), Individual and Family Developmental Disabilities Support (DD) and Day Support (DS) Waiver Services in the Virginia Medical Assistance Program

FROM: Cynthia B. Jones, Director  
Department of Medical Assistance Services  
(DMAS)

MEMO: Special  
DATE: 6/22/2016

SUBJECT: Day Service Changes for Developmental Disabilities Waivers - **REVISED**

**This memorandum (which supersedes the memo entitled “Day Service Changes for Developmental Disabilities Waivers”) is a REVISION to the previous memo.**

This memo describes changes to day services in the Medicaid 1915(c) Home and Community Based Services (HCBS) waivers that serve individuals in Virginia who have a developmental disability (DD), inclusive of intellectual disability. The redesigned waivers are discussed in more detail in a Medicaid Memo dated May 24, 2016. That memo outlines the scope of the changes that have been authorized and funded by the General Assembly and have been submitted to the **Centers for Medicare and Medicaid Services (CMS)** for approval. These changes will be implemented beginning **August 1, 2016**. Stakeholders will be notified if CMS approves a date beyond **August 1, 2016**.

This memo discusses day services and employment services. Day services include options for both non-work and work-related day activities to support the highest level of independence possible for each individual. The following day services will be available in the waivers as indicated below:

## Employment and Day Options

SERVICES	Building Independence Waiver	Family and Individual Support Waiver	Community Living Waiver
Community Engagement	X	X	X
Community Coaching	X	X	X
Group Day Services	X	X	X
Individual Supported Employment	X	X	X
Group Supported Employment	X	X	X
Workplace Assistance Services		X	X

Prevocational services will no longer be offered as a separate service. In the event that CMS does not approve the waivers beginning July 1st, prevocational services and funding for those services will continue until such time that the new waivers are implemented.

There will be no changes to individual supported employment services. Providers should continue to bill the current day support services, and group supported employment for an individual under current rules until that individual's annual service plan renewal. At that time, the new services may be authorized and the provider should begin billing as described in this memo. However, providers may choose to convert all individuals to the new billing structure for group day or group supported employment services at the same time. Providers may begin to offer the new services of community engagement and community coaching once their provider participation agreement has been modified to include those services.

### **Service Definitions**

Day services were redesigned to promote individuals' integration within their communities and interactions with other community members. These integrated day services should offer individuals more freedom and options to develop natural support systems and relationships. Day Support services, as they exist under the current ID, DS and DD waivers, include both center-based and non-center-based services. In the amended waivers, group day services may be offered in a center if the staff to individual ratio is no greater than 1:7. Community engagement is offered in the community if the staff to individual ratio is no greater than 1:3. Community engagement and community coaching are fully community-based day services. Community coaching is offered as a 1:1 service. During a day, a provider may furnish some group day services and some community engagement and/or community coaching services to the same individual. Separate rates have been developed for these services to reflect the higher costs associated with furnishing day services in the community.

**Community Engagement** is a new service that provides the individual with a wide variety of opportunities to build relationships and natural support systems, while utilizing the community as a learning environment. It supports and fosters the ability of the individual to acquire, retain, or improve skills necessary to build positive social behavior, interpersonal competence, greater independence, employability and personal choice necessary to access typical activities and functions of community life such as those chosen by the general population. These may include community education or training, retirement, and volunteer activities. These activities are conducted at naturally occurring times and in a variety of natural settings in which the individual actively interacts with persons without disabilities (other than those paid to support the individual). These services are provided to the individual at no more than a 1:3 staff to individual ratio.

**Group Day Services** include skill building or supports for the acquisition, retention, or improvement of self-help, socialization, community integration, employability and adaptive skills. They provide opportunities for peer interactions, community integration, enhancement of social networks and assurance of an individual's health and safety. Skill building is a required component of this service unless the individual has a documented degenerative condition, in which case day services may focus on maintaining skills and functioning and preventing or slowing regression rather than acquiring new skills or improving existing skills. Group day services are delivered in a group setting of no more than 1:7 staff to individual ratio.

**Community Coaching** is a new service designed to engage the individual in the community and to help the individual be supported to minimize a barrier from participating in activities of community engagement. This is a one-on-one service that occurs in a community setting.

**Individual Supported Employment** is an existing service that will not change as part of the waiver redesign.

**Group Supported Employment** is a service that provides continuous staff support in a naturally occurring place of employment to groups of two to eight individuals with disabilities and involves interactions with the public and coworkers without disabilities. Examples include mobile crews and other business-based workgroups employing small groups of workers with disabilities in the community. Group Supported Employment must be provided in a community setting that promotes integration into the workplace and interaction between participants and people without disabilities in the workplace. These supports enable an individual to obtain and maintain a job in the general workforce for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

**Workplace Assistance Services** is a new service available to an individual who has completed job development and completed or nearly completed job placement training (i.e., individual supported employment) but requires more than typical job coach services to maintain stabilization in his/her employment. Workplace Assistance Services are supplementary to the services rendered by the job coach services; the job coach still provides professional oversight and job coaching intervention. The provider provides on-site habilitative supports related to behavior, health, time management or other skills that otherwise would endanger the individual's continued employment. The provider is able to support the person related to personal care needs as well; however, this cannot be the sole use of Workplace Assistance Services. These services are delivered one-on-one.

#### **Procedure Codes, Units, Rates and Other Billing Information**

Community Engagement and Group Day Services will have a tiered reimbursement methodology that takes each individual's unique needs into consideration. The tiered reimbursement structure is associated with an individual's assessed level of support. Lower tiers reflect a lower level of support required for the individual; the highest tier, tier 4, is associated with a required high level of support. Higher tiers reimburse providers at a higher rate to account for the individual's higher level of required supports. More information on levels and tiers is included in the Developmental Disabilities Waiver Redesign memo dated May 24, 2016.

Community Engagement and Community Coaching services require providers to obtain a Department of Behavioral Health and Developmental Services (DBHDS) Non-Center Based Day Support license to bill and receive payment for these services while Group Day Services will require either a Non-Center Based Day Support license or a DBHDS Center-Based Day Support license. Services are billed on an hourly rate.

Individual Supported Employment and Group Supported Employment require that providers obtain a Department of Aging and Rehabilitative Services (DARS) vendor agreement. These services are billed on an hourly rate. Rates for Individual Supported Employment will remain the same and will be updated as usual. Group Supported Employment rates will vary by size of group and require the appropriate size of group modifier for billing. Workplace Assistance Services require a provider to

obtain either a DARS vendor agreement or a DBHDS Non-Center Based Day Support License to provide the service. This service is billed on an hourly rate.

All day and employment services discussed in this memo may be billed for up to 66 hours per week for one service or a combination of services.

The table below indicates required licensing for eligible providers participating in the waiver services.

**Employment and Day Options**

<b>Required Licensing and Eligible Providers</b>	
<b>Service</b>	<b>Required License</b>
Community Engagement	DBHDS Non-Center Based Day Support License
Group Day Services	DBHDS Center-Based Day Support License or DBHDS Non-Center Based Day Support License.
Community Coaching	DBHDS Non-Center Based Day Support License
Individual Supported Employment	DARS vendor agreement
Group Supported Employment	DARS vendor agreement
Workplace Assistance Services	DARS vendor agreement or DBHDS Non-Center Based Day Support License

Please see the tables below for detailed rates.

**Community Engagement**

Service	Proc. Code	Tier	Area	Rate as of 7/1/2016	Unit
Community Engagement	T2021	1	ROS	\$14.29	Hourly
			NOVA	\$16.19	
Community Engagement	T2021	2	ROS	\$16.01	Hourly
			NOVA	\$18.21	
Community Engagement	T2021	3	ROS	\$18.38	Hourly
			NOVA	\$21.01	
Community Engagement	T2021	4	ROS	\$22.61	Hourly
			NOVA	\$25.98	

**Group Day Services**

Service	Proc. Code	Tier	Area	Rate as of 7/1/2016	Unit
Group Day Support	97150	1	ROS	\$8.60	Hourly
			NOVA	\$10.01	
Group Day Support	97150	2	ROS	\$11.25	Hourly
			NOVA	\$13.12	
Group Day Support	97150	3	ROS	\$13.31	Hourly
			NOVA	\$15.55	
Group Day Support	97150	4	ROS	\$17.34	Hourly
			NOVA	\$20.29	

**Community Coaching**

Service	Proc. Code	Area	Rate as of 7/1/2016	Unit
Community Coaching	97532	ROS	\$29.24	Hourly
		NOVA	\$33.53	

**Group Supported Employment**

Service	Proc. Code	Size	Area	Rate as of 7/1/2016	Unit	Modifier
Supported Employment, Group - 2 or Fewer Individuals per Staff	H2024	1	ROS	\$19.25	Hourly	UA
			NOVA	\$20.99		
Supported Employment, Group - More Than 2, Up to 4 Individuals per Staff	H2024	2	ROS	\$13.52	Hourly	U2
			NOVA	\$14.70		
Supported Employment, Group - More Than 4 Individuals per Staff	H2024	3	ROS	\$11.21	Hourly	U3
			NOVA	\$12.18		

**Workplace Assistance Services**

Service	Proc. Code	Area	Rate as of 7/1/2016	Unit
Workplace Assistance Services	H2025	ROS	29.24	Hourly
		NOVA	33.53	

**Service Authorization Changes**

There will also be service authorizations changes. These will be covered in a separate memo.

**ADDITIONAL INFORMATION ON THE MEDICAID WAIVER REDESIGN:**

Virginia's Home and Community Based Services (HCBS) Developmental Disabilities Waivers are being redesigned to better assure that people with disabilities have the supports needed to design and achieve lives of quality and meaning in their communities. Updates on the waiver redesign can be found on the DBHDS website under *My Life, My Community* by going to: [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov). For questions, call toll-free 1-844-603-9248 (1-844-603-WAIV).

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### **COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a managed care program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

### **MANAGED CARE PROGRAMS**

Many Medicaid individuals are enrolled in one of the Department's managed care programs (Medallion 3.0, CCC and PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan/PACE provider may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the individual's managed care plan/PACE provider directly.

Contact information for managed care plans/PACE providers can be found on the DMAS website for each program as follows:

- Medallion 3.0: [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx)
- Commonwealth Coordinated Care (CCC): [http://www.dmas.virginia.gov/Content\\_pgs/mmfa-isp.aspx](http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx)
- Program of All-Inclusive Care for the Elderly (PACE):  
[http://www.dmas.virginia.gov/Content\\_atchs/ltc/PACE%20Sites%20in%20VA.pdf](http://www.dmas.virginia.gov/Content_atchs/ltc/PACE%20Sites%20in%20VA.pdf)

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Help desk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **KEPRO PROVIDER PORTAL**

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.